Augmenting Organizational Memory: A Field Study of Answer Garden

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Abstract

A growing concern for organizations and groups has been to augment their knowledge and expertise. One such augmentation is to provide an organizational memory, some record of the organization's knowledge. However, relatively little is known about how computer systems might enhance organizational, group, or community memory.

This paper presents Answer Garden, a system for growing organizational memory. The paper describes the system and its underlying implementation. It then presents findings from a field study of Answer Garden. The paper discusses the usage data and qualitative evaluations from the field study, and then draws a set of lessons for next-generation organizational memory systems.

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